OIPE
MAY 18 2004
TRADEMARK OFFICE

Fig.1

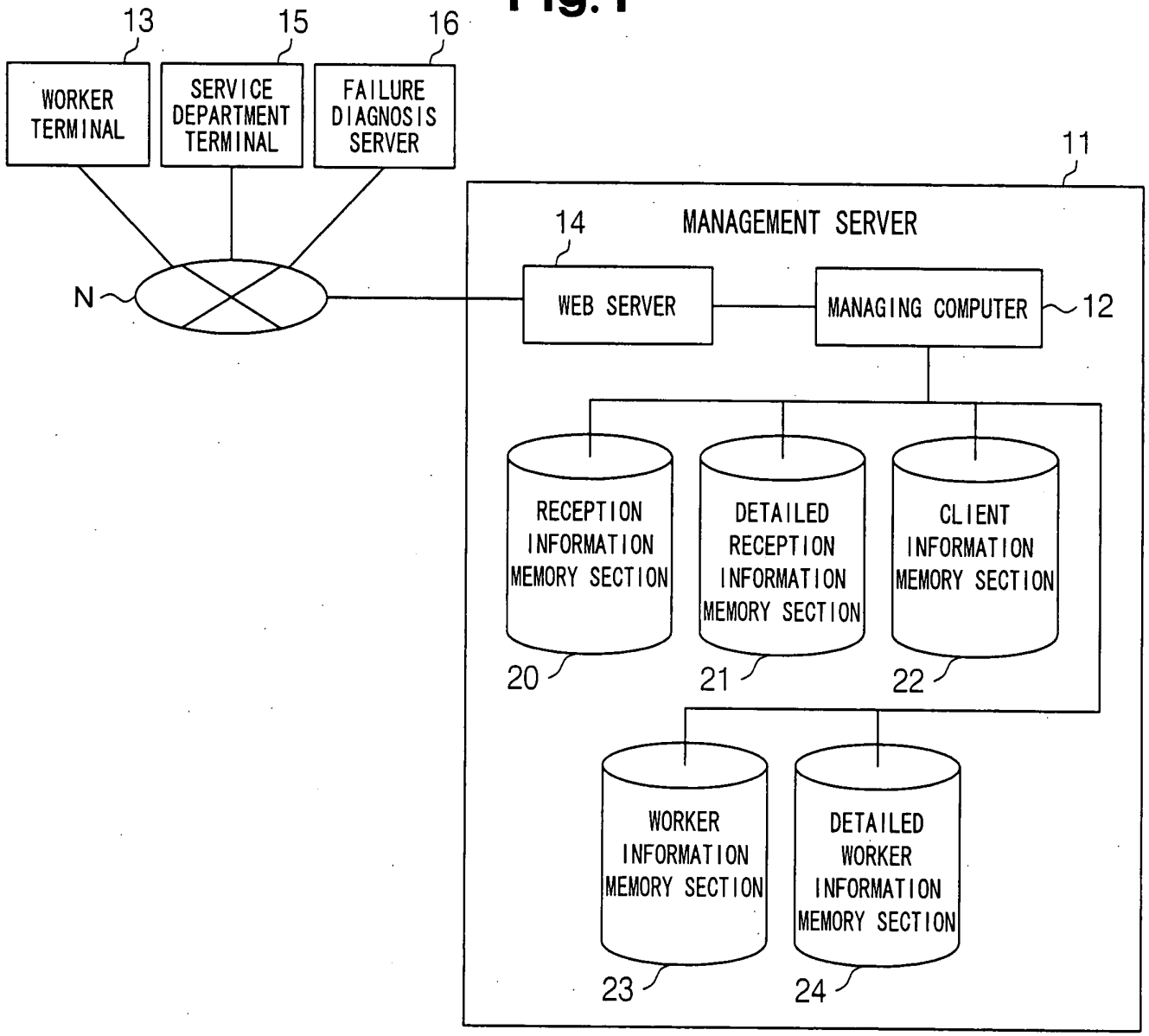


Fig.2

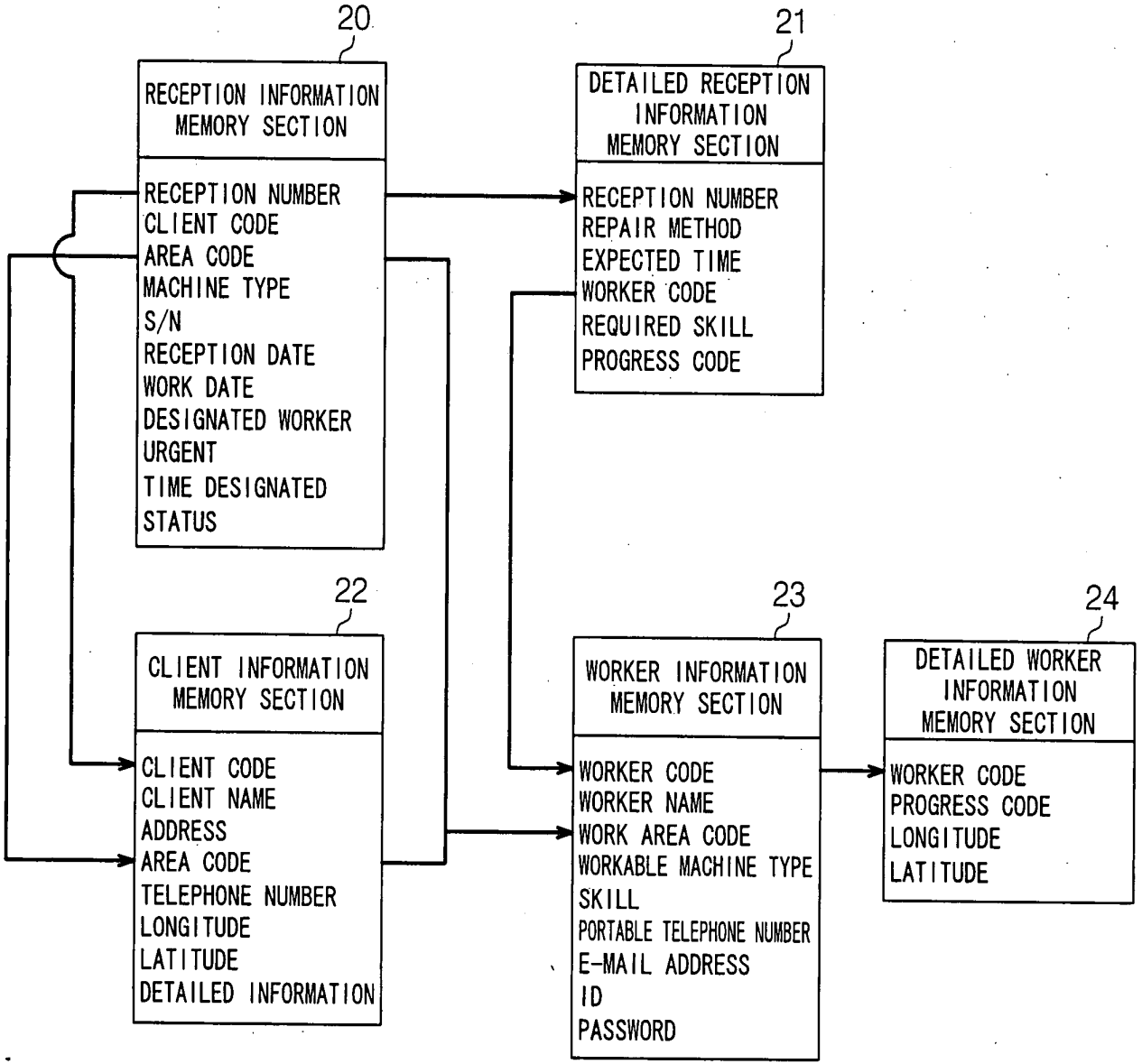

20
RECEPTION INFORMATION MEMORY SECTION
RECEPTION NUMBER
CLIENT CODE
AREA CODE
MACHINE TYPE
S/N
RECEPTION DATE
WORK DATE
DESIGNATED WORKER
URGENT
TIME DESIGNATED
STATUS
21
DETAILED RECEPTION INFORMATION MEMORY SECTION
RECEPTION NUMBER
REPAIR METHOD
EXPECTED TIME
WORKER CODE
REQUIRED SKILL
PROGRESS CODE
22
CLIENT INFORMATION MEMORY SECTION
CLIENT CODE
CLIENT NAME
ADDRESS
AREA CODE
TELEPHONE NUMBER
LONGITUDE
LATITUDE
DETAILED INFORMATION
23
WORKER INFORMATION MEMORY SECTION
WORKER CODE
WORKER NAME
WORK AREA CODE
WORKABLE MACHINE TYPE
SKILL
PORTABLE TELEPHONE NUMBER
E-MAIL ADDRESS
ID
PASSWORD
24
DETAILED WORKER INFORMATION MEMORY SECTION
WORKER CODE
PROGRESS CODE
LONGITUDE
LATITUDE

Fig.3

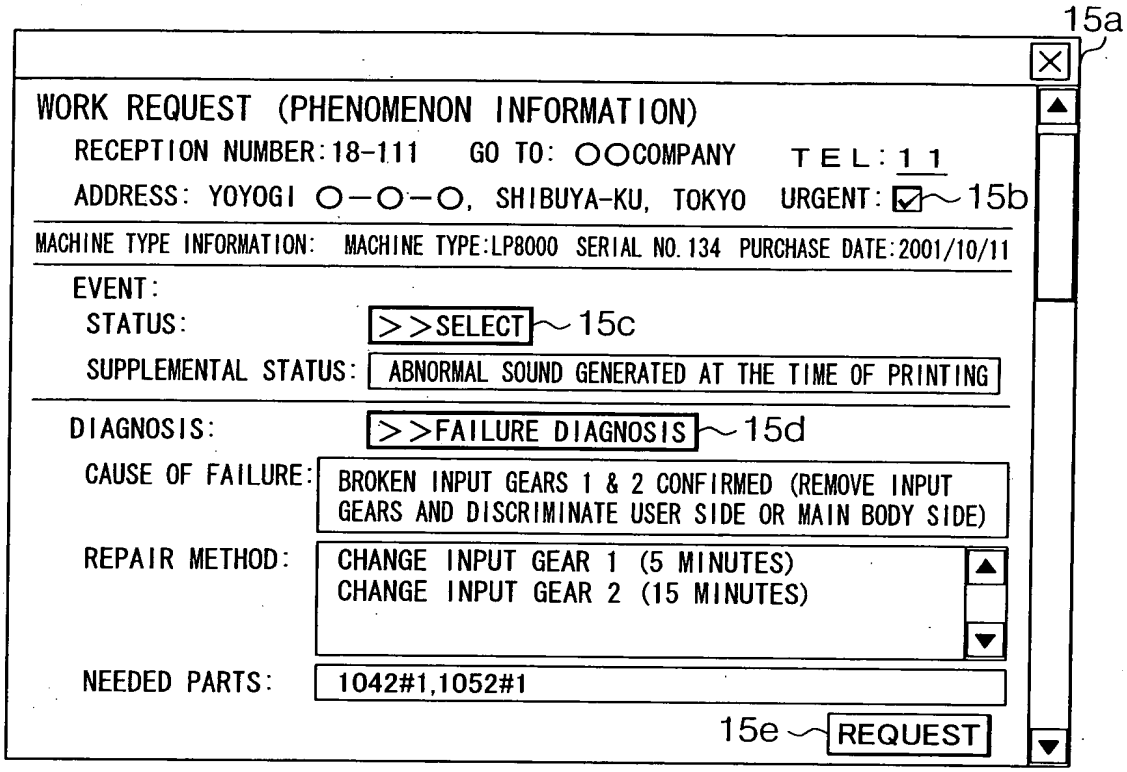

15a
WORK REQUEST (PHENOMENON INFORMATION)
RECEPTION NUMBER: 18-111 GO TO: ○○COMPANY TEL: 11
ADDRESS: YOYOGI ○−○−○, SHIBUYA-KU, TOKYO URGENT: ☑ 15b
MACHINE TYPE INFORMATION: MACHINE TYPE:LP8000 SERIAL NO.134 PURCHASE DATE:2001/10/11
EVENT:
STATUS: >>SELECT 15c
SUPPLEMENTAL STATUS: ABNORMAL SOUND GENERATED AT THE TIME OF PRINTING
DIAGNOSIS: >>FAILURE DIAGNOSIS 15d
CAUSE OF FAILURE: BROKEN INPUT GEARS 1 & 2 CONFIRMED (REMOVE INPUT GEARS AND DISCRIMINATE USER SIDE OR MAIN BODY SIDE)
REPAIR METHOD: CHANGE INPUT GEAR 1 (5 MINUTES)
CHANGE INPUT GEAR 2 (15 MINUTES)
NEEDED PARTS: 1042#1,1052#1
15e REQUEST

Fig.4

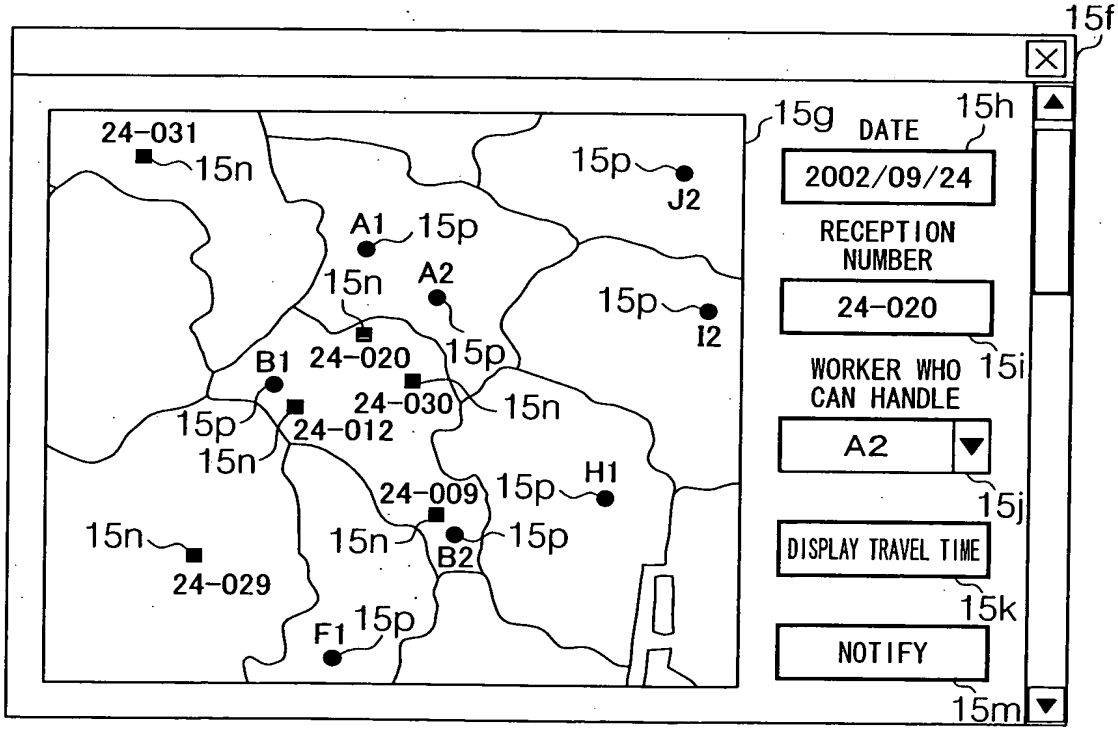

15f
24-031
15n
15p
J2
A1
15p
15n
A2
15p
I2
B1
24-020
15p
24-030
15n
15p
24-012
15n
24-009
15p
H1
15n
15n
B2
15p
24-029
F1
15p
15g
DATE
15h
2002/09/24
RECEPTION NUMBER
24-020
WORKER WHO CAN HANDLE
15i
A2
15j
DISPLAY TRAVEL TIME
15k
NOTIFY
15m

Fig.5

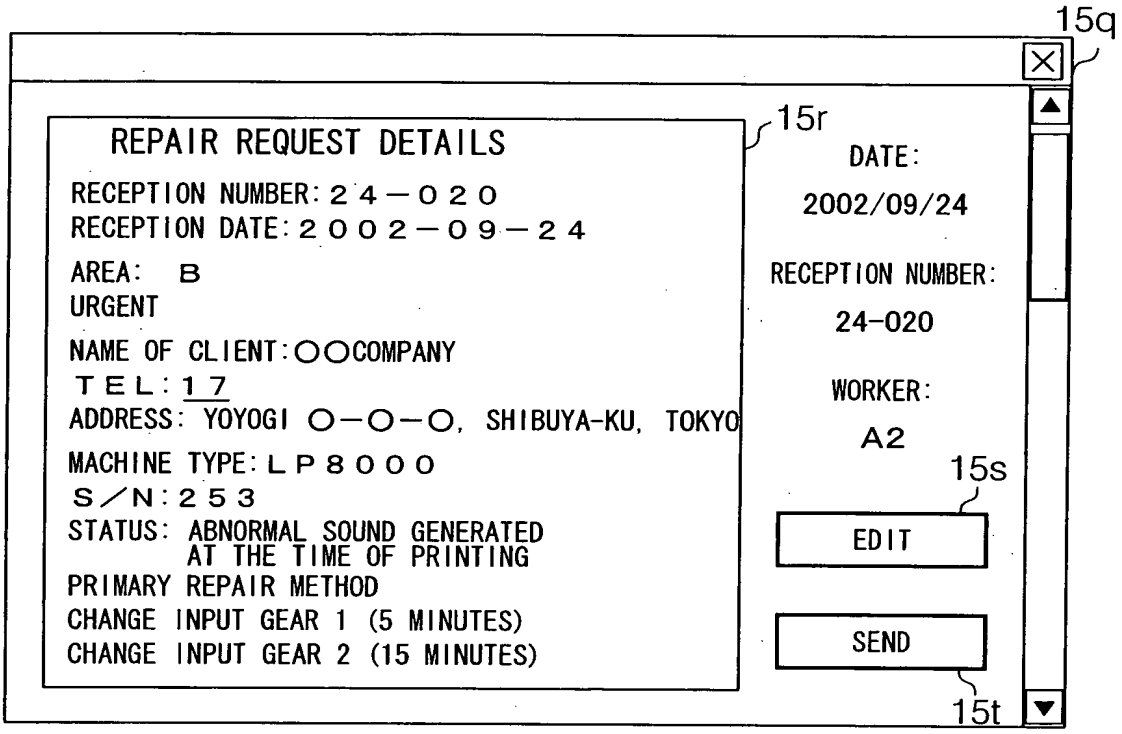

15q
REPAIR REQUEST DETAILS
15r
RECEPTION NUMBER: 24－020
RECEPTION DATE: 2002－09－24
AREA: B
URGENT
NAME OF CLIENT: ○○COMPANY
TEL: 17
ADDRESS: YOYOGI ○－○－○, SHIBUYA-KU, TOKYO
MACHINE TYPE: LP8000
S／N: 253
STATUS: ABNORMAL SOUND GENERATED AT THE TIME OF PRINTING
PRIMARY REPAIR METHOD
CHANGE INPUT GEAR 1 (5 MINUTES)
CHANGE INPUT GEAR 2 (15 MINUTES)
DATE:
2002/09/24
RECEPTION NUMBER:
24-020
WORKER:
A2
15s
EDIT
SEND
15t

Fig.6

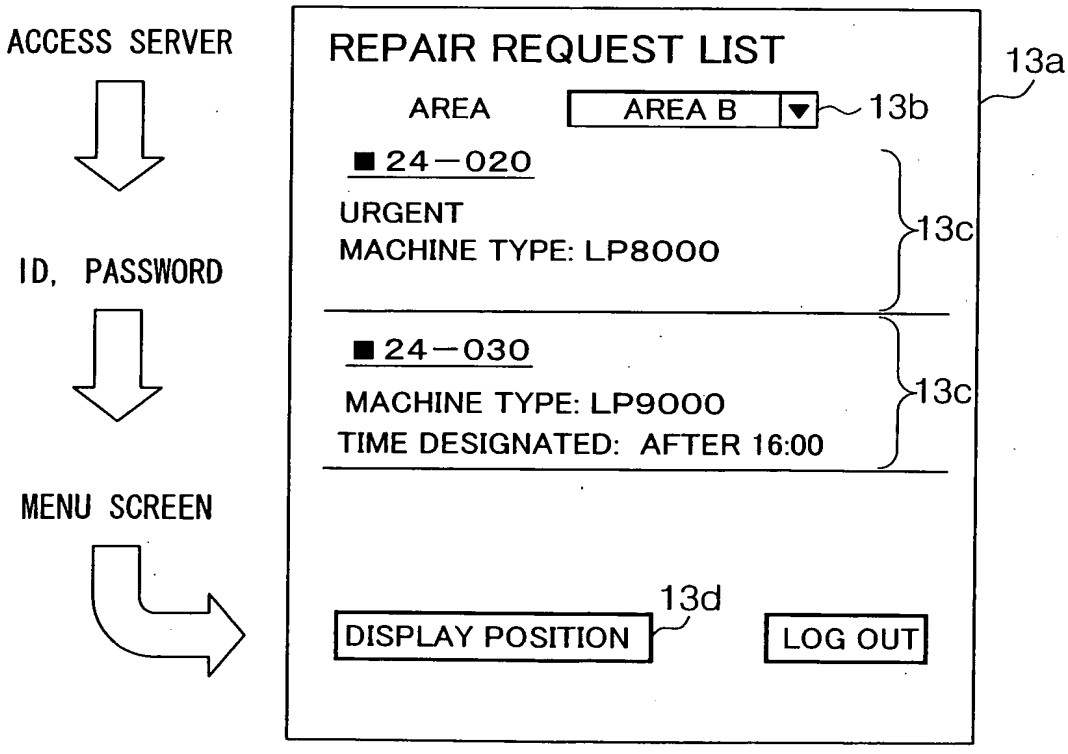

ACCESS SERVER
ID, PASSWORD
MENU SCREEN
REPAIR REQUEST LIST
13a
AREA
AREA B
13b
■ 24－020
URGENT
MACHINE TYPE: LP8000
13c
■ 24－030
MACHINE TYPE: LP9000
TIME DESIGNATED: AFTER 16:00
13c
13d
DISPLAY POSITION
LOG OUT

Fig.7

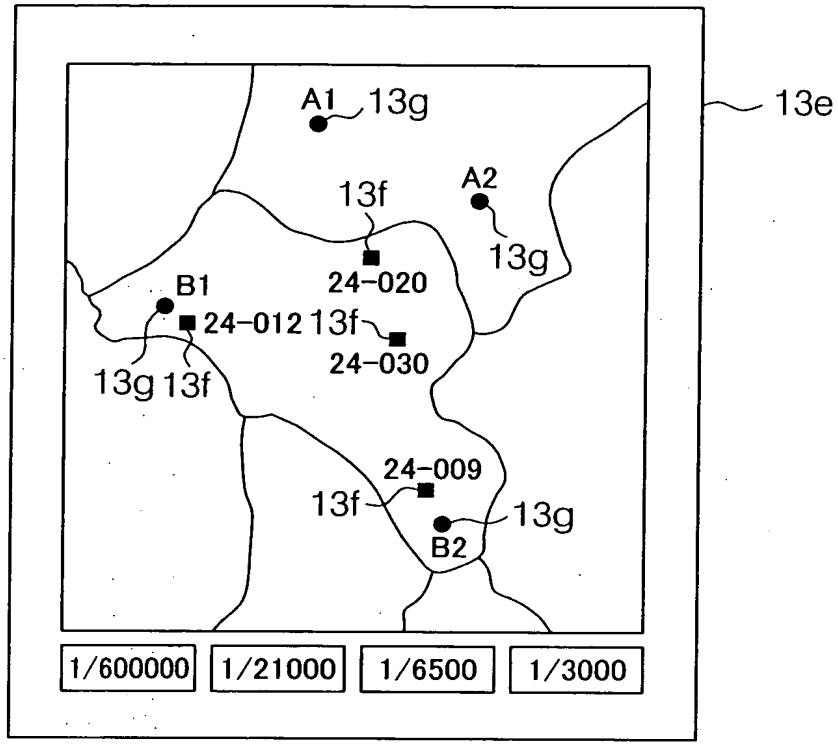

A1
13g
13e
A2
13f
13g
B1
24-020
24-012
13f
24-030
13g
13f
24-009
13f
13g
B2
1/600000
1/21000
1/6500
1/3000

Fig.8

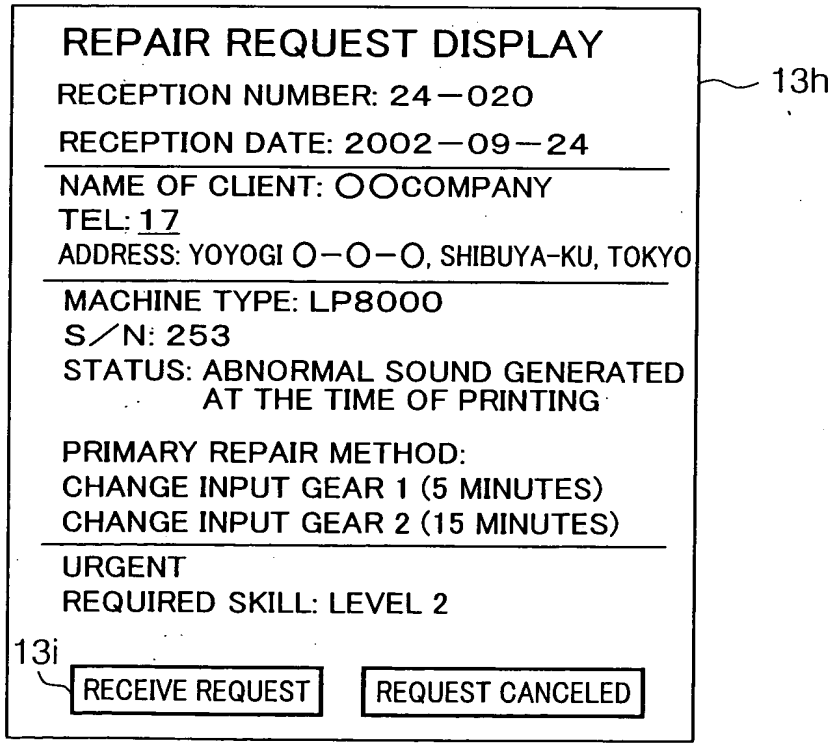

REPAIR REQUEST DISPLAY
13h
RECEPTION NUMBER: 24−020
RECEPTION DATE: 2002−09−24
NAME OF CLIENT: ○○COMPANY
TEL: 17
ADDRESS: YOYOGI 0−0−0, SHIBUYA-KU, TOKYO
MACHINE TYPE: LP8000
S/N: 253
STATUS: ABNORMAL SOUND GENERATED AT THE TIME OF PRINTING
PRIMARY REPAIR METHOD:
CHANGE INPUT GEAR 1 (5 MINUTES)
CHANGE INPUT GEAR 2 (15 MINUTES)
URGENT
REQUIRED SKILL: LEVEL 2
13i
RECEIVE REQUEST
REQUEST CANCELED

Fig.9

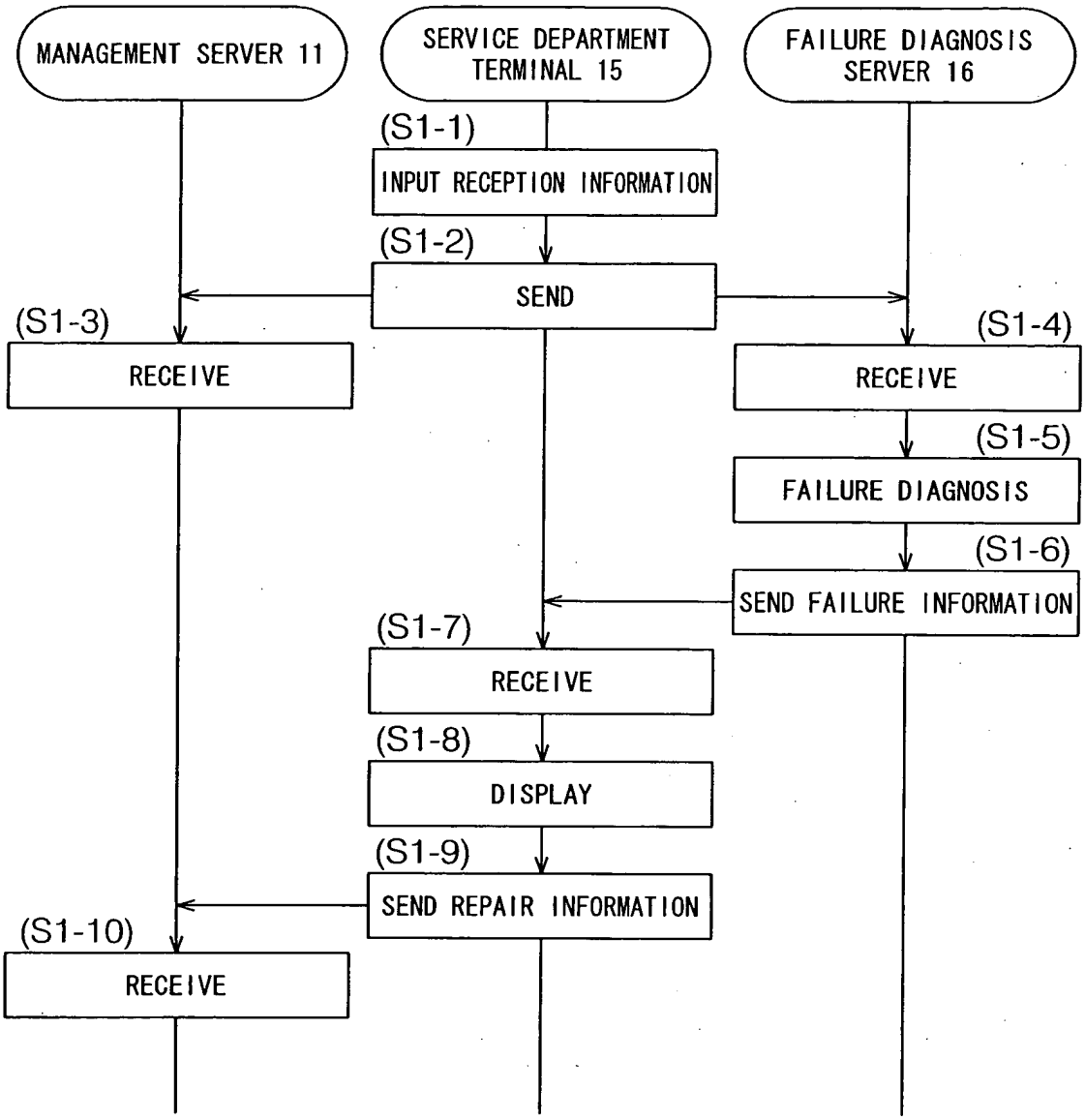

MANAGEMENT SERVER 11
SERVICE DEPARTMENT TERMINAL 15
FAILURE DIAGNOSIS SERVER 16
(S1-1)
INPUT RECEPTION INFORMATION
(S1-2)
SEND
(S1-3)
RECEIVE
(S1-4)
RECEIVE
(S1-5)
FAILURE DIAGNOSIS
(S1-6)
SEND FAILURE INFORMATION
(S1-7)
RECEIVE
(S1-8)
DISPLAY
(S1-9)
SEND REPAIR INFORMATION
(S1-10)
RECEIVE

Fig.10

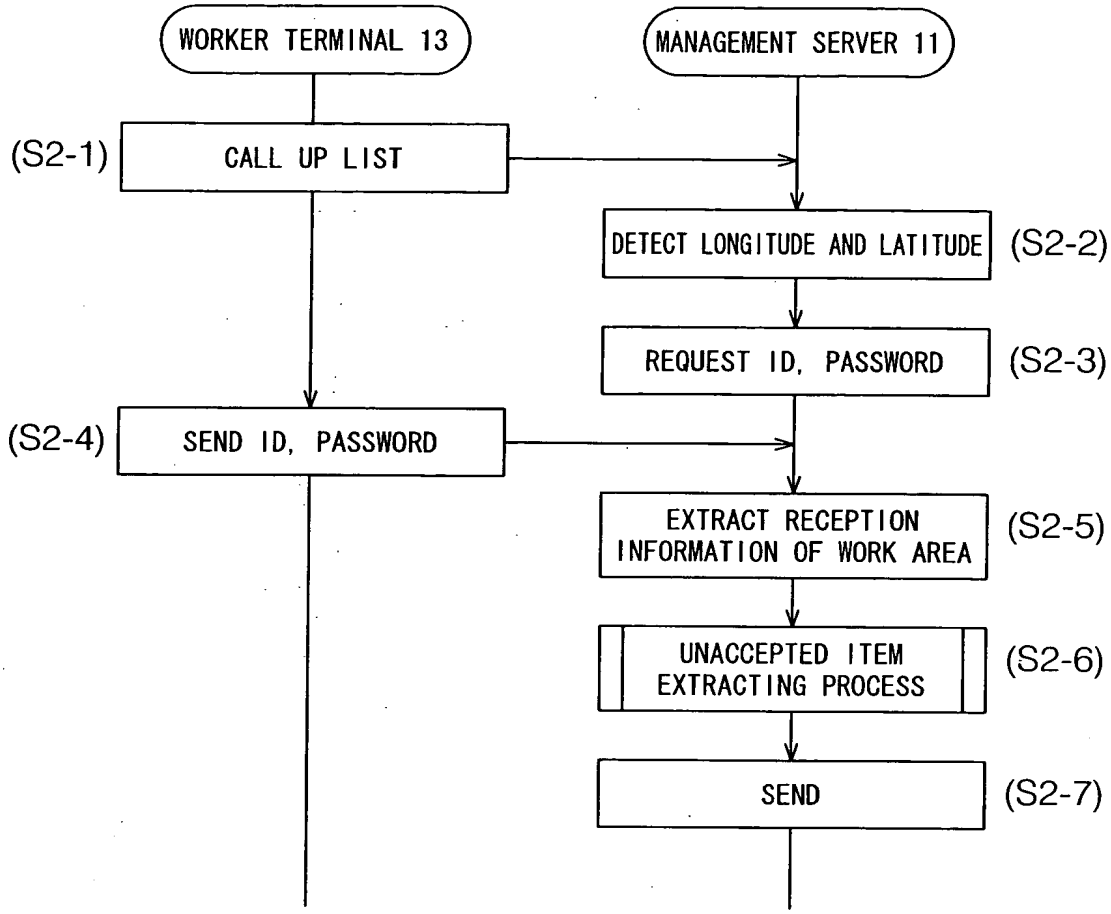

WORKER TERMINAL 13
MANAGEMENT SERVER 11
(S2-1)
CALL UP LIST
DETECT LONGITUDE AND LATITUDE
(S2-2)
REQUEST ID, PASSWORD
(S2-3)
(S2-4)
SEND ID, PASSWORD
EXTRACT RECEPTION INFORMATION OF WORK AREA
(S2-5)
UNACCEPTED ITEM EXTRACTING PROCESS
(S2-6)
SEND
(S2-7)

Fig.11

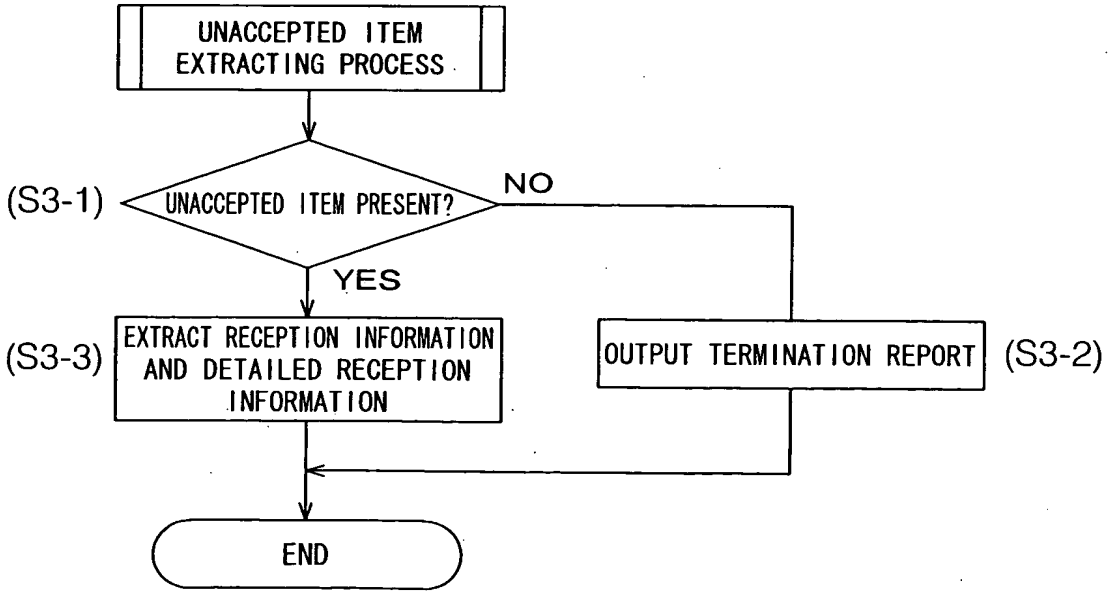

UNACCEPTED ITEM EXTRACTING PROCESS
(S3-1)
UNACCEPTED ITEM PRESENT?
NO
YES
(S3-3)
EXTRACT RECEPTION INFORMATION AND DETAILED RECEPTION INFORMATION
OUTPUT TERMINATION REPORT
(S3-2)
END

Fig.12

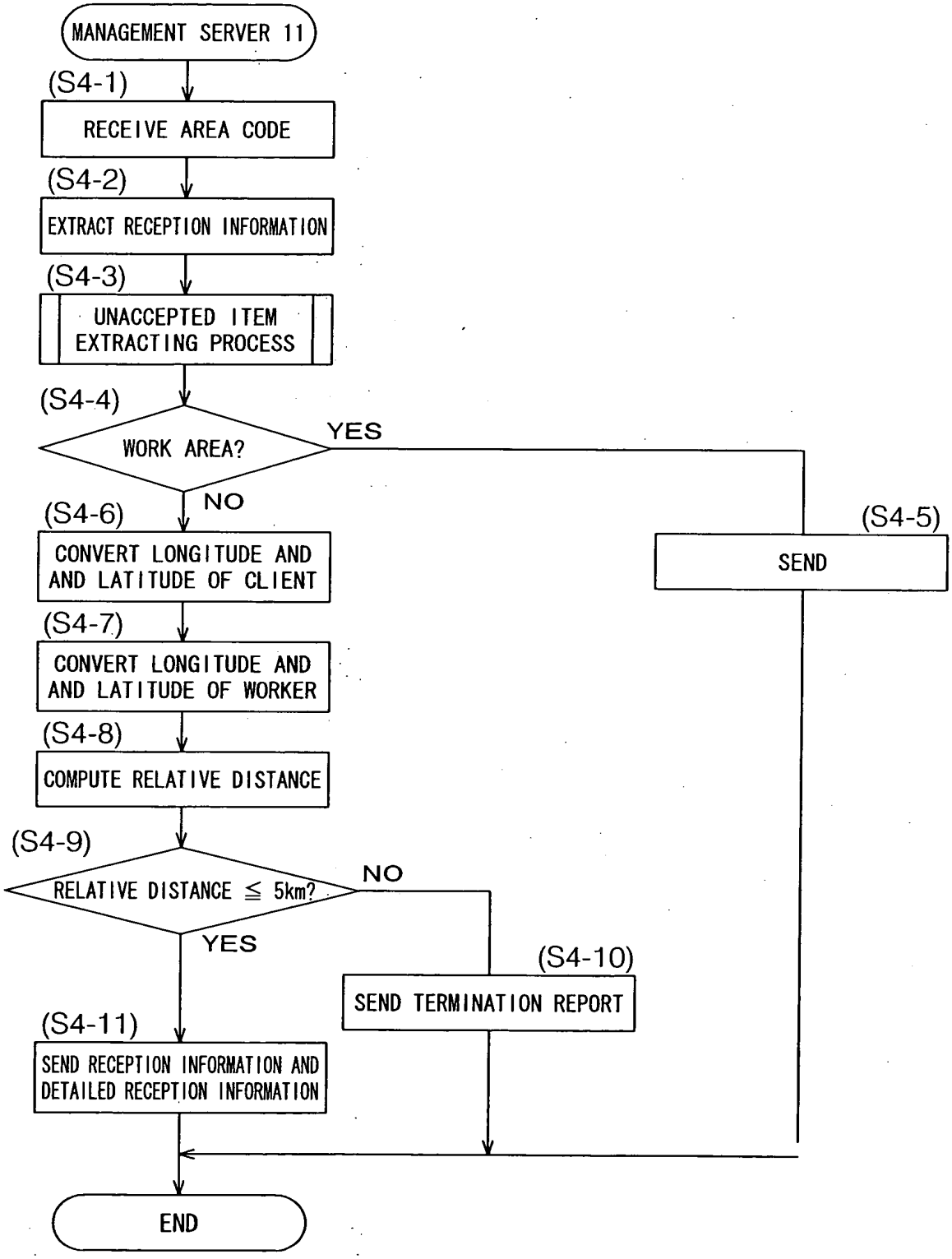

MANAGEMENT SERVER 11
(S4-1)
RECEIVE AREA CODE
(S4-2)
EXTRACT RECEPTION INFORMATION
(S4-3)
UNACCEPTED ITEM EXTRACTING PROCESS
(S4-4)
WORK AREA?
YES
NO
(S4-5)
SEND
(S4-6)
CONVERT LONGITUDE AND AND LATITUDE OF CLIENT
(S4-7)
CONVERT LONGITUDE AND AND LATITUDE OF WORKER
(S4-8)
COMPUTE RELATIVE DISTANCE
(S4-9)
RELATIVE DISTANCE ≦ 5km?
NO
YES
(S4-10)
SEND TERMINATION REPORT
(S4-11)
SEND RECEPTION INFORMATION AND DETAILED RECEPTION INFORMATION
END

Fig.13

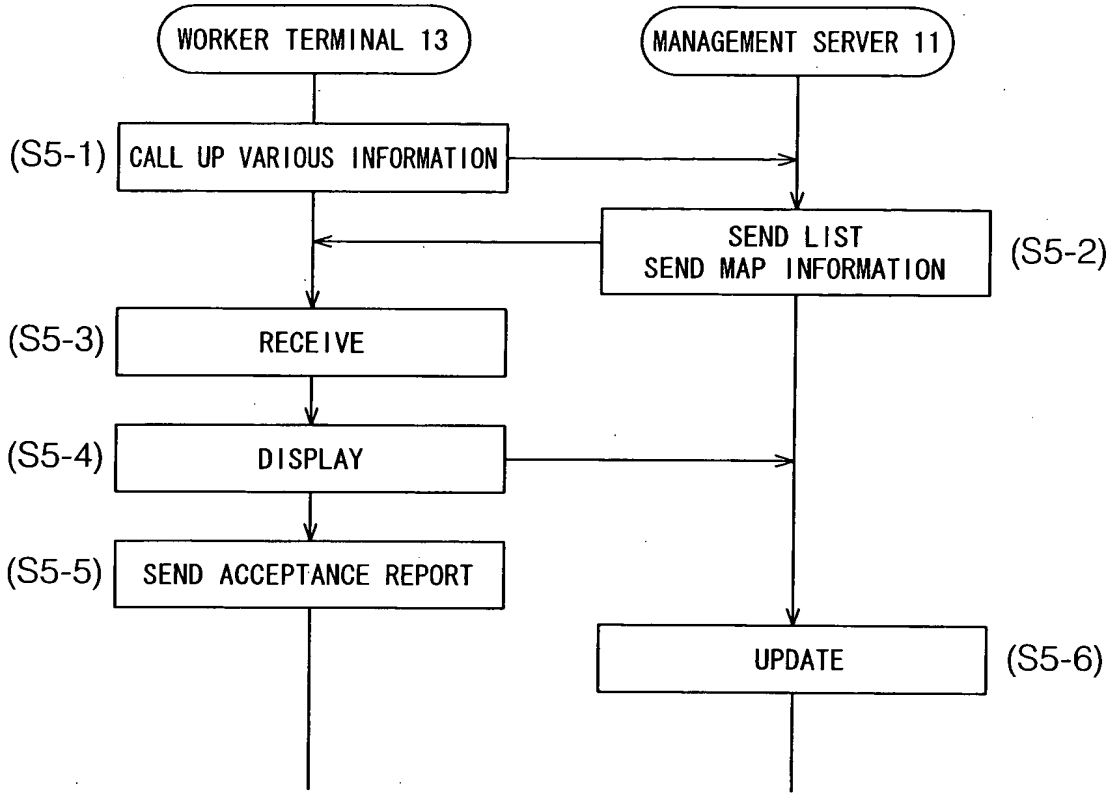

WORKER TERMINAL 13
MANAGEMENT SERVER 11
(S5-1)
CALL UP VARIOUS INFORMATION
SEND LIST
SEND MAP INFORMATION
(S5-2)
(S5-3)
RECEIVE
(S5-4)
DISPLAY
(S5-5)
SEND ACCEPTANCE REPORT
UPDATE
(S5-6)

Fig.14

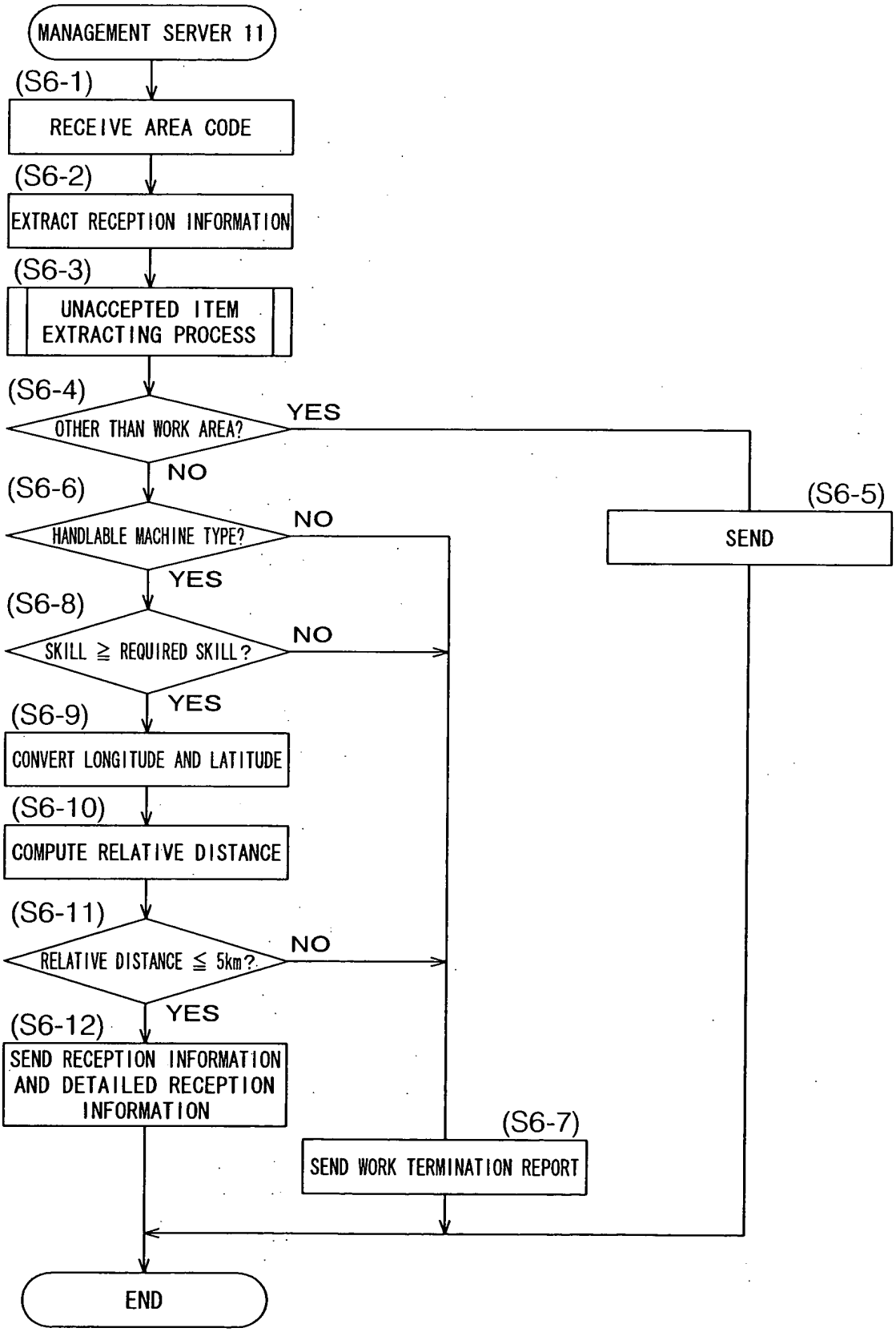
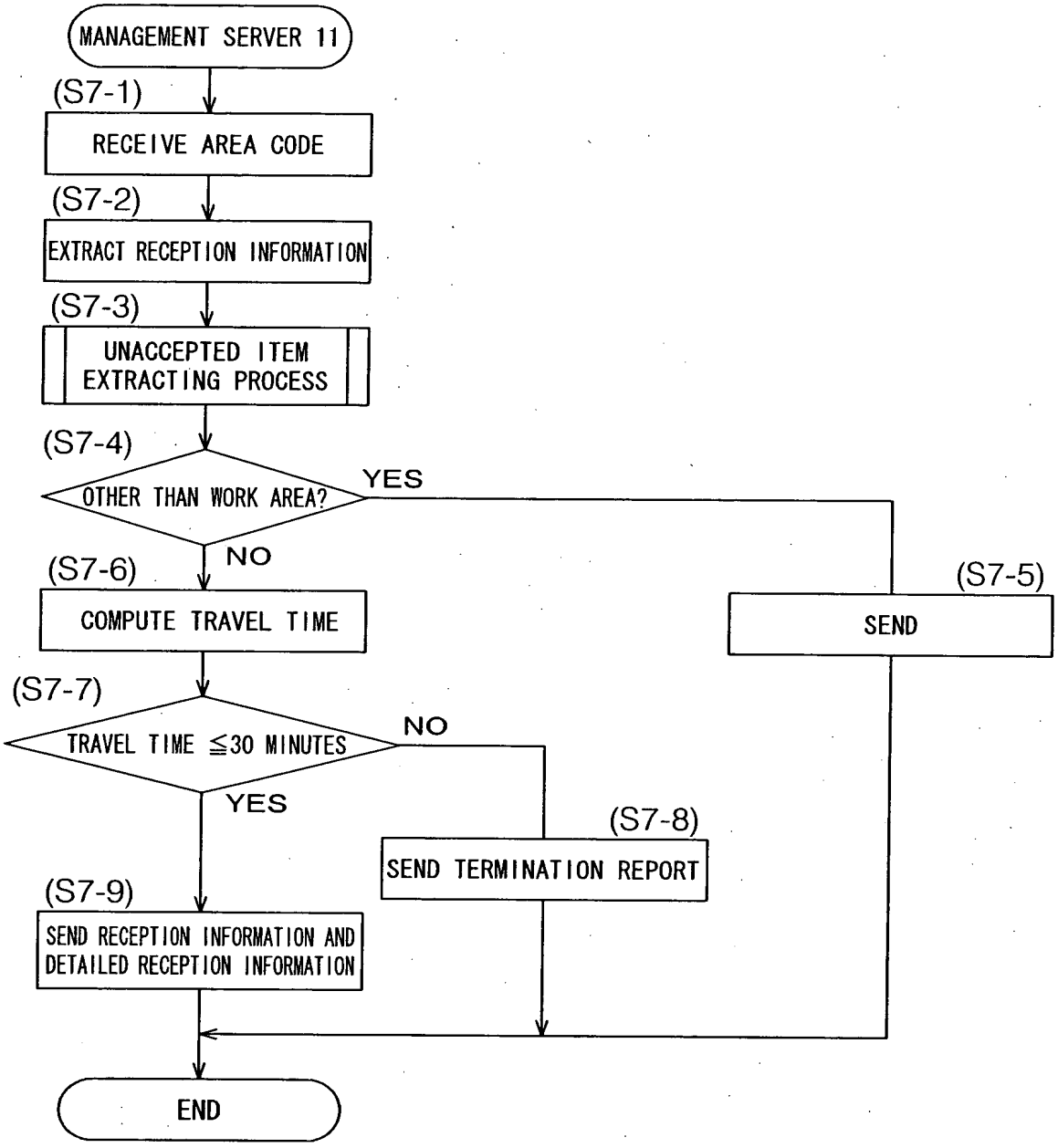

MANAGEMENT SERVER 11
(S6-1)
RECEIVE AREA CODE
(S6-2)
EXTRACT RECEPTION INFORMATION
(S6-3)
UNACCEPTED ITEM EXTRACTING PROCESS
(S6-4)
OTHER THAN WORK AREA?
YES
NO
(S6-6)
HANDLABLE MACHINE TYPE?
NO
YES
(S6-8)
SKILL ≧ REQUIRED SKILL?
NO
YES
(S6-9)
CONVERT LONGITUDE AND LATITUDE
(S6-10)
COMPUTE RELATIVE DISTANCE
(S6-11)
RELATIVE DISTANCE ≦ 5km?
NO
YES
(S6-12)
SEND RECEPTION INFORMATION AND DETAILED RECEPTION INFORMATION
(S6-5)
SEND
(S6-7)
SEND WORK TERMINATION REPORT
END

Fig.15


MANAGEMENT SERVER 11
(S7-1)
RECEIVE AREA CODE
(S7-2)
EXTRACT RECEPTION INFORMATION
(S7-3)
UNACCEPTED ITEM EXTRACTING PROCESS
(S7-4)
OTHER THAN WORK AREA?
YES
NO
(S7-5)
SEND
(S7-6)
COMPUTE TRAVEL TIME
(S7-7)
TRAVEL TIME ≦30 MINUTES
NO
YES
(S7-8)
SEND TERMINATION REPORT
(S7-9)
SEND RECEPTION INFORMATION AND DETAILED RECEPTION INFORMATION
END